

## CLAIMS

1. A document browsing system for storing, in response to a user request, bookmark information relating to a document presentable to a user through an interpreter, the document comprising mark-up language and being providable to the interpreter by a document server,  
5 the system comprising:  
a document processor for inserting in the document prior to the document being presented to the user additional mark-up language for enabling the user request to be  
10 made through the interpreter; and  
a data store for storing the bookmark information in response to the user request.
2. The system of claim 1, wherein the document is the root document of a plurality of hierarchically arranged documents.
- 15 3. The system of claim 2, wherein the documents form a voice application, wherein the mark-up language is the Voice extensible markup language (VoiceXML), and wherein the interpreter is a VoiceXML interpreter.
- 20 4. The system of claim 2, or 3, wherein the inserted mark-up language is inserted in the root document thereby enabling the user to make the user request irrespective of which of the plurality of documents is being presented by the interpreter at the time the request is made.
- 25 5. The system of any previous claim, wherein the inserted mark-up language defines at least one grammar.
6. The system of claim 5, wherein the triggering of the grammar causes an event to be triggered.
- 30 7. The system of claim 6, further comprising an event handler for catching the event, obtaining details of the current document and causing the obtained details to be stored in the data store.

8. The system of claim 7, wherein the details of the current document are obtained through helper information additionally inserted in each document by the document processor prior to presentation of the document.

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9. The system of claim 8, wherein the helper information identifies a document.

10. The system of claim 9, wherein the helper information additionally identifies a dialogue within the document.

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11. The system of any previous claim wherein the stored information includes a link to the document and a tag.

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12. The system of claim 11, wherein the tag is text string derived from the inserted helper information.

13. The system of claim 11, wherein the tag is an audio file recorded by the user.

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14. A document browsing system for accessing, in response to a user request, a bookmarked document a link to which is stored in a storage device, the document browsing system providing access to a plurality of documents comprising mark-up language, the documents being presentable to the user through an interpreter, the system comprising:

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a document server for providing one of the plurality of documents to the interpreter; and  
a document processor for inserting in at least one document presented to the user prior to the document being presented additional mark-up language enabling the user request to be made.

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15. The system of claim 14, wherein the plurality of documents are hierarchically arranged and further wherein the additional mark-up language is inserted into the root document of the plurality of hierarchically arranged documents such that the user request may be made irrespective of which of the plurality of documents is being presented by the interpreter at the time the request is made.

16. The system of claim 14, wherein the additional mark-up language is inserted into each document prior to presentation by the interpreter.

5 17. The system of any of claims 14, 15 or 16 wherein the document browsing system forms an interactive voice application.

18. The system of any of claims 14 to 17, wherein the mark-up language is the voice extensible mark-up language (VoiceXML), wherein the interpreter is a VoiceXML  
10 interpreter, and wherein the inserted mark-up language defines a grammar.

19. The system of any of claims 14 to 18, wherein the inserted mark-up language causes, in response to the user request, a document to be presented to the user, the document including a link to the bookmarked document.

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20. The system of any of claims 14 to 18, wherein the inserted mark-up language causes, in response to the user request, the bookmarked document to be presented to the user through the user interface.

20 21. The system of any of claims 14 to 20, wherein the inserted mark-up language defines a grammar and the link.

22. The system of claim 21, wherein the link is the tag determined in accordance with the operation of the system according to claims 11, 12 and 13.

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23. A method of bookmarking a document, in response to a user request, wherein the document comprises mark-up language and is presentable to a user through an interpreter,

comprising:

30 providing the document to the interpreter;

inserting in the document prior to the document being presented to the user additional mark-up language for enabling the user request to be made through the interpreter; and storing information relating to the document in response to the user request.

24. The method of claim 23, wherein the document is the root document of a plurality of hierarchically arranged documents.
- 5 25. The method of claim 24, wherein the documents form a voice application, wherein the mark-up language is the Voice extensible markup language (VoiceXML), and wherein the interpreter is a VoiceXML interpreter.
- 10 26. The method of claim 24, or 25, wherein the step of inserting the mark-up language is adapted for inserting the mark-up language in the root document thereby enabling the user to make the user request irrespective of which of the plurality of documents is being presented by the interpreter at the time the request is made.
- 15 27. The method of any of claims 23 to 26, wherein the inserted mark-up language defines at least one grammar.
28. The method of claim 27, further comprising trigger an event when the grammar is detected.
- 20 29. The method of claim 28, further comprising catching the event in an event handler, obtaining details of the current document and storing the obtained details in the data store.
- 25 30. The method of claim 29, wherein the step of inserting further comprises inserting helper information identifying the details of the current document.
31. The method of claim 30, wherein the helper information additionally identifies a dialogue within the document.
- 30 32. The method of any of claims 23 to 31 wherein the step of storing further comprises storing a link to the document and a tag.

33. The method of claim 32, wherein the tag is text string derived from the inserted helper information.

34. The method of claim 32, wherein the tag is an audio file recorded by the user.

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35. A method of accessing in a document browsing system, in response to a user request, a bookmarked document a link to which is stored in a storage device, the document browsing system providing access to a plurality of documents comprising mark-up language, and in which the documents are presentable to the user through an interpreter,

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comprising:

providing the presented document to the interpreter; and

inserting in at least one presented document prior to the document being presented to the user additional mark-up language enabling the user request to be made.

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36. The method of claim 35, wherein the plurality of documents are hierarchically arranged and wherein the step of inserting the additional mark-up language is adapted for inserting the mark-up language of the root document of the plurality of hierarchically arranged documents such that the user request may be made irrespective of which of the plurality of documents is being presented by the interpreter at the time the request is made.

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37. The method of claim 35, wherein the step of inserting the additional mark-up language is adapted for inserting the mark-up language into each document prior to presentation by the interpreter.

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38. The method of any of claims 35, 36 or 37 wherein the document browsing system forms an interactive voice application.

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39. The method of any of claims 35 to 38, wherein the mark-up language is the voice extensible mark-up language (VoiceXML), wherein the interpreter is a VoiceXML interpreter, and wherein the inserted mark-up language defines a grammar.

40. The method of any of claims 35 to 39, further comprising causing, in response to the user request, a document to be presented to the user, the document including a link to the bookmarked document.

- 5 41. The method of any of claims 35 to 39, further comprising causing, in response to the user request, the bookmarked document to be presented to the user.

42. The method of any of claims 35 to 41, wherein the inserted mark-up language defines a grammar and the link.

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43. The method of claim 42, wherein the link is the tag determined in accordance with the operation of the system according to claims 11, 12 and 13.